

Implementation Methodology Clears the Way for Oracle Upgrades



Client

Komori America Corporation (KAC), is the distribution and service arm in North America for Komori Corporation (KKC). Headquartered in Tokyo, KKC has companies worldwide to support the printing industry with manufacturing and distribution. The main product sold in North America is sheet fed presses, though KAC is a specialty manufacturer and distributor of printing systems. KAC is located in Rolling Meadows, IL, and after more than 20 years in business, sales have reached about \$200 million.

Executive Summary

In April 2007, Komori America went live with phase 1 of their Oracle implementation using another consulting vendor with modules ranging from financials (AP/AR/GL) to inventory, projects and pricing. A year later, there remained issues regarding the adoption of phase 1 (esp. with sales staff and service technicians) and some as well as some functional and technical issues (e.g., wireless connectivity).

Planning was underway for a Phase 2 Oracle Implementation, which would include functions such as time & labor, fixed assets and quotes & proposals. The Phase 2 implementation required a more successful implementation of phase 1 (e.g., how to increase adoption, improve functional/technical issues). Komori sought assistance in achieving an implementation path that helps them best leverage Oracle functionality.

Komori engaged The Revere Group as an expert in change management to address the adoption issues of phase 1 and to help better understand the reasons for these initial failures. The client wanted to understand the reasons for the disconnect and to ensure that there would be change management methodology for future Oracle implementations.

Business Challenge

As the client was prepared for the implementation of phase 2, they also hoped to addressing issues from the Phase 1 implementation and they needed advice on the proper setup and configuration of the Oracle Applications. The client required a detailed evaluation of their current configuration, as well as a roadmap for implementation of future Oracle applications. Included in the implementation methodology, The Revere Group strategized to reconnect the end users with the Oracle process through change management methodology.

Solution

The client hired The Revere Group to evaluate their current system and provide recommendations and solutions. The Revere Group provided a timeline proposing future Oracle applications and upgrades to meet their business requirements. Additionally, The Revere Group proposed a methodology for change management that would be incorporated with all future Oracle implementations and upgrades.

Results

Based on the recommends from the assessment, Komori progressed through the implementation of the new applications and requested that The Revere Group assist in the process of implementations and upgrades.



For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

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The Revere Group

Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

THINK – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

BUILD – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

SOURCE – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.